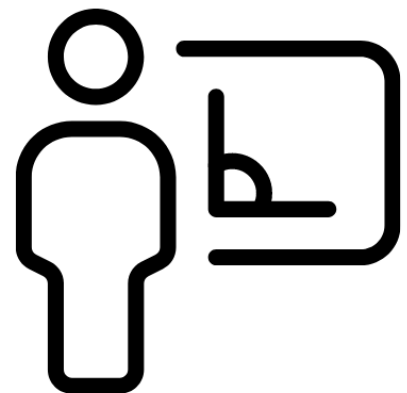


Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



People may not remember what you said, but they remember the way you made them feel.

Maya Angelou

Module Two: Introduction to Sensitivity Training



If you put a flyer on the board in the breakroom that says *Sensitivity Training*, I bet there will be little to no interest. Some may think training on sensitivity means they are going to lose something. Some may think it means they are going to cry in front of co-workers. Others may even think that it is a complete waste of time and energy.

This introduction to sensitivity training and how it relates to the workplace will show the many benefits of this training, both for individuals and the workplace. It will also define the steps necessary for introducing a successful sensitivity program. And, no one will cry.

Definition



Sensitivity Training: Creating a more inclusive workplace that capitalizes on differences. There are many areas of focus in sensitivity training: empathy, respect for others, and cooperation toward a common goal. This type of training creates more positive and inclusive employees, and a more positive work-life for all.

There are many areas sensitivity training must address which are regulated by federal and state laws. ADA Diversity laws and individual business guidelines have severe penalties for those who don't follow these laws. Some of these areas covered in sensitivity training include:

- Race
- Gender identification
- Religion
- Age
- Disability

Estimated Time	10 minutes
Topic Objective	To define sensitivity and areas that it covers.
Topic Summary	Sensitivity Training Definition This exercise asks participants to list several examples of focus that sensitivity training includes.
Materials Required	Worksheet 1: Defining Sensitivity Training
Recommended Activity	Give participants the worksheet and allow them to work individually. <ul style="list-style-type: none"> Per the instructions on the worksheet, instruct participants to list different examples of sensitivity. Invite everyone to share their answers.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	How can improving sensitivity improve the workplace?

History



Sensitivity training has been discussed as early as 1914, but until about the 1940s, when a European psychologist, Dr. Kurt Lewin made it his focus of research. From there, most sensitivity studies were focused on the behavior of groups of people. During the 1950s, sensitivity training turned more toward individual behaviors and by the late '60s, the value of this training was becoming more of a mantra. It was around this time that regulation and legislation in protection of groups of people began taking effect.

Today, the focus is still on interactions within a group but is more directed toward an individual's behaviors and emotions. Those who enroll in this type of training program are usually looking to improve their interpersonal skills. From the business point of view, sensitivity training will keep the work culture positive, and within federal and state guidelines.

Estimated Time	7 minutes
Topic Objective	To discuss the history of sensitivity training and its use in the workplace.
Topic Summary	History

	This exercise allows participants to review the history of this subject.
Materials Required	White board and markers.
Recommended Activity	Each participant should contribute to a list of ways that sensitivity training has evolved.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	How did sensitivity evolve and what does it represent today?

Who Needs It?

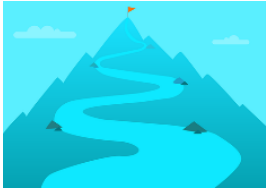


Who needs more empathy? Everyone. Who needs better interpersonal skills? Everyone. Everyone can improve their emotional awareness, increase empathy, and develop better social skills. Imagine a workplace where everyone has control of their emotions, thought of others first and knows how to turn conflict into growth. This “imagined” workplace would be positive, successful and profitable.

Today, there are many religions, cultures, ages, and types of people that work together. Our companies are not limited to our borders, and this fact alone requires a higher level of sensitivity in the workplace. Awareness of the legal requirements surrounding sensitivity may not be unknown; therefore, education may be necessary.

Estimated Time	7 minutes
Topic Objective	To understand the need for sensitivity, especially in the workplace.
Topic Summary	Who Needs It? Discuss the reasons that everyone can benefit from sensitivity training.
Materials Required	White board/markers
Recommended Activity	Each participant should contribute to the list of reasons for sensitivity training and give examples used in the workplace.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	Why is it important for you to improve your sensitivity to others?

Goals



What are the goals of sensitivity training? First and foremost, from the business standpoint, to maintain and stay within all federal and state regulations against harassment or discrimination. A work culture with negativity, such as discrimination, is unprofitable work culture. Positive work culture will result in a more successful business.

Sensitivity training provides improved self-awareness and an understanding of the effects that we have on others. It will also teach a better awareness of inter-social interactions and relationships. Greater empathy and insight for others are skills included in the focus of sensitivity training.

Estimated Time	7 minutes
Topic Objective	To understand the goals of sensitivity training.
Topic Summary	Goals Discuss the goals of this type of training program.
Materials Required	White board/markers
Recommended Activity	Each participant should contribute to the list of ways that sensitivity training can improve one's life.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	How does sensitivity training improve one's work life?

Practical Illustration



Tom, Sherry, and Rich are sitting down at a table in the breakroom for their lunches. They notice the new flyer on the bulletin board, from HR, announcing an upcoming event. A required event. “Someone screwed up again, if we are required to take sensitivity training now,” said Sherry. She goes on to say that this is probably because of a disagreement in another department. Tom thinks that it is some sort of government requirement that HR “has” to make everyone complete. Rich looks at the flyer further and says, “It says here that we will gain empathy and better self-awareness. I guess we will see.”

Two weeks later, the three are having lunch again, after attending the HR training program. Sherry points out that everyone did need to attend the program, as she did not realize that there were people that were so unaware of the effects of their actions at work. Tom agreed saying that sometimes we just need to be reminded that it is our own ideas that fuel our actions, and this can affect an entire department in the end. He realized his words and actions can have a global affect in this day of multi-cultural workplaces. Rich adds that many departments have diverse employees and everyone needs to feel included and valued. The others agree and leave feeling more positive about the company.

Module Two: Review Questions

1.) Sensitivity training improves:

- a) No one
- b) Workplace culture
- c) The pay scale of employees
- d) The intelligence of management

Sensitivity training for employees improves everyone and the overall success and positivity of the work culture of the company. It does not increase the pay of the company in any way, and does not necessarily improve intelligence of anyone, including managers.

2.) Sensitivity training includes all the choices below, except:

- a) Age
- b) Sex
- c) Religion
- d) Job title

Sensitivity training does not include discrimination due to job title, because this is not an issue in most businesses. It does however cover the more common discriminations that are regulated.

3.) Sensitivity training has been studied since:

- a) 1940s
- b) 1800s
- c) 1980s
- d) 2000s

Training such as this has been evolving since around the 1940s. Although it has had different reasons over the years, it has become more focused on group behaviors.

4.) Which of the doctors listed below is credited with first studying sensitivity training?

- a) Sigmund Freud
- b) Martin Luther King
- c) Kurt Lewin
- d) Christian Spock

Kurt Lewin first started using and studying sensitivity training around the 1940s. Practicing psychology in Europe, the doctor focused his efforts on individual behaviors.

5.) When sensitivity training was first discussed, it MOSTLY focused on which of the following?

- a) Training for educational institutions
- b) The values of the training itself
- c) Individual behavior
- d) Behavior of groups of people

In the 1940s, most sensitivity studies were focused on the behavior of groups of people. During the 1950s, sensitivity training turned more toward individual behaviors and by the late '60s, the values of this training was becoming more of a mantra.

6.) According to the "History" lesson, what was the main focus of sensitivity training in the 50s?

- a) Behavior of groups of people
- b) Individual behavior
- c) The values of the training itself
- d) Training for educational institutions

In the 1940s, most sensitivity studies were focused on the behavior of groups of people. During the 1950s, sensitivity training turned more toward individual behaviors and by the late '60s, the values of this training was becoming more of a mantra.

7.) According to the "History" lesson, what was the main focus of sensitivity training in the 60s?

- a) Individual behavior
- b) Training for educational institutions
- c) The values of the training itself
- d) Behavior of groups of people

In the 1940s, most sensitivity studies were focused on the behavior of groups of people. During the 1950s, sensitivity training turned more toward individual behaviors and by the late '60s, the values of this training was becoming more of a mantra.

8.) Who should receive sensitivity training?

- a) Human resources
- b) All of the company's employees
- c) All managers
- d) All new employees

The sensitivity training program will not work effectively if everyone who works for the company is not properly trained.

9.) From the business standpoint, what is the goal of sensitivity training?

- a) To maintain and stay within all federal and state regulations against harassment or discrimination
- b) To provide better self-awareness and the effects on others around us
- c) To teach a better awareness of inter-social interactions and relationships
- d) To increase profits

From the business standpoint, to maintain and stay within all federal and state regulations against harassment or discrimination. From an individual standpoint, sensitivity training will provide better self-awareness and the effects that we have on others around us. It will also teach a better awareness of inter-social interactions and relationships.

10.) What is **not** a goal of sensitivity training, from an individual standpoint?

- a) To provide better self-awareness and the effects on others around us
- b) To maintain and stay within all federal and state regulations against harassment or discrimination
- c) To teach a better awareness of inter-social interactions
- d) To teach a better awareness of relationships

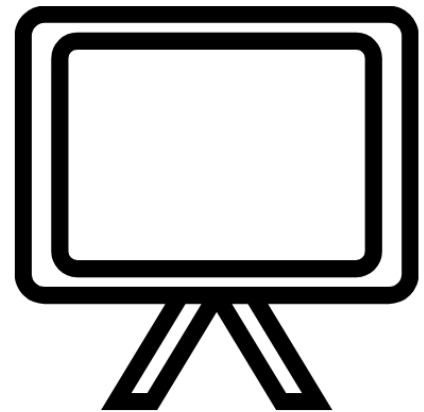
From the business standpoint, to maintain and stay within all federal and state regulations against harassment or discrimination. From an individual standpoint, sensitivity training will provide better self-awareness and the effects that we have on others around us. It will also teach a better awareness of inter-social interactions and relationships.

PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





“

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Maya Angelou

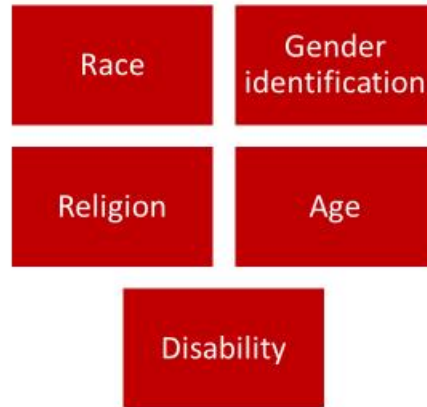
MODULE TWO

Introduction to Sensitivity Training

This introduction to sensitivity training, and how it relates to the workplace, will show the many benefits to a training of this type, both for individuals and for the workplace culture.



Definition



History

From the business point of view, sensitivity training will keep the work culture positive, and within federal and state guidelines.





Who Needs It?

Everyone can improve their emotional awareness, increase empathy, and develop better social skills.

Goals

It is widely known that a positive work culture will result in a more successful business.



Practical Illustration



- Definition
- History
- Who Needs It?
- Goals

Module Two: Review Questions

1. Sensitivity training improves:

A. No one

B. Workplace culture

C. The pay scale of employees

D. The intelligence of management

Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



Sensitivity Training

Quick Reference Sheet



Who Needs it?

Everyone. Who needs more empathy? Everyone. Who needs better interpersonal skills? Everyone. Everyone can learn to better emotional awareness, better empathy, and better social skills that are involved in sensitivity training.

Imagine a workplace where everyone was in control of their emotions, thought of others first, and when there was a conflict, everyone knew how to turn it into a growth event.

This “imagined” workplace would be positive, successful and profitable.

In this day of globalization, there are many different religions, cultures, ages, and types of people that all work together. Our companies are not limited to our borders like years ago. This requires a higher level of sensitivity in the workplace. Because of these new cultures, awareness of the legal requirements for sensitivity may not be known to all, and education is required.



Goals

What are the goals of sensitivity training? First and foremost, from the business standpoint, to maintain and stay within all federal and state regulations against harassment or discrimination. A work culture with negativity such as discrimination is an unprofitable work culture. It is widely known that a positive work culture is a more successful business.

From an individual standpoint, sensitivity training will provide better self-awareness and the effects that we have on others around us. It will also teach a better awareness of inter-social interactions and relationships. Greater empathy and insight for others are skills included in the focus of sensitivity training.



Overcoming Stereotypes

Changing stereotypes within a company, that are engrained as ageism stereotypes are, is difficult. This work culture of embracing all aged employees must begin from the top of the organization, down. HR can assist with changing these ideas, with education of the employees to the real facts about older workers. Some examples would be:



- Older workers actually take fewer sick days than the younger counterparts.
- Older workers have been proven to be more eager to use new technology and equipment.
- Older workers have shown to be more likely to come up with new innovations than younger employees.

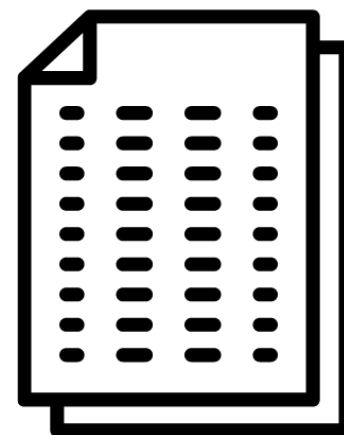
Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



Sample Worksheet 1

Defining Sensitivity Training

Use this worksheet to describe areas that are covered by sensitivity training and give an example of each.

Sensitivity Training Areas:

Icebreaker: Diversification

This energizer introduces the topic of diversity, in this case a handy way to demonstrate how trainees, and their trainers, are all different. Even if participants share a couple of items on the list, it is unlikely that any two people would share all of the same things.

PREPARATION

1. Time required: 5-10 minutes
2. Size of group: 10-60
3. Materials required: small prizes such as candy, stickers, or pens for the first people to step forward in any category, if desired

OVERVIEW

4. Ask participants to stand.
5. Explain that the object of this activity is to discover things about members of the group.
6. Tell participants that you will read items from a list, one at a time. Ask them to come forward to receive their prize if they respond affirmatively to any category.

VARIATIONS

Pass out the list to participants and ask them to fill it out individually, and then find others in the room who have marked the same categories. Include some categories that you know apply to more than one person.

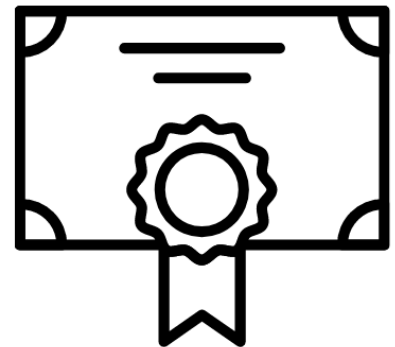
TIPS

7. Keep this quick, light, and fun.
8. Add peculiarities to the list relating to organizational quirks or norms, or add specific ones that you know about people in the group.

Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

[Name]

*Has mastered the course
Sensitivity Training*

Awarded this _____ day of _____, 20____

Presenter Name and Title
